

General Information and Telephone Numbers

Listed below are the telephone numbers of MRC's administrative offices and other statewide services. These numbers are accessible by voice (V) or Telecommunication Device for the Deaf (TDD).

TELEPHONE NUMBERS

General Information/Reception	617-204-3600 (V) 617-204-3868 (TDD)
Administrative Services	617-204-3860 (V) 617-204-3865 (TDD)
MA Toll Free Number	1-800-245-6543 (V)
Main Fax Number	617-727-1354
MRC Commissioner	617-204-3600 (V)
MRC Chief of Staff	617-204-3608 (V)
VR Deputy Commissioner	617-654-7400
VR Program Toll Free Number	1-800-245-6543 (V)
CS Deputy Commissioner	617-204-3850 (V) 617-204-3867 (TDD)
CS Program Toll Free Number	1-800-223-2559 (V)
DDS Deputy Commissioner	617-654-7400 (V/TDD) 1-800-882-2040 (V)
DDS Program Toll Free Number	1-800-223-3212 (TDD)
Legal Department	617-204-3610 (V) 617-204-3816 (TDD)
Consumer Involvement	617-204-3851 (V) 617-204-3851 (TDD) 1-800-223-2559 (V)
Customer Relations	617-204-3602 (V)
Ombudsperson	617-204-3603 (V) 617-204-3868 (TDD) 1-800-245-6543 (V)
Massachusetts Relay Service	1-800-439-2370 (TDD) 1-800-439-0183 (V)
MRC Website	www.mass.gov/mrc

Home Care Assistance Program (HCAP) - is a state funded program providing homemaking services to eligible consumers with disabilities between the ages of 18 and 59 who live alone or with another person with a disability. Eligible applicants may have minor children living with them, under the age of 18. Individuals must be functionally limited in their own nutritional and environmental needs. The assistance of a homemaker helps individuals maintain their independence in the community.

In order to receive HCAP services, individuals must:

- Have a disabling condition which prevents them from performing one or more homemaking tasks.
- Require homemaking assistance to prevent hospitalization or institutionalization.
- Meet MRC-HCAP financial guidelines.
- Be living alone or with another disabled individual, although they may have minor children under age 18.
- Be between the ages of 18 and 59.
- Not be legally blind since the Mass. Commission for the Blind has their own Homemaking Program for individuals with visual disabilities.

Homemaking services are defined as direct assistance with: Meal Preparation, Grocery Shopping, Medication Pick-Up, Laundry, and Light Housekeeping.

Homemakers do not perform: Heavy Chores, Babysitting, Spring Cleaning, Assistance with Moving, Financial Management, Companionship, Medication Monitoring or Personal Care.

For more information, contact the Home Care Assistance Program at (617) 204-3853 or 1-800-223-2559.

Protective Services Program-Protective Services are provided to individuals with disabilities who have been physically, emotionally or sexually abused, or neglected, by a caretaker. These services range from emergency respite shelter and assistance in obtaining restraining orders, to case management. Services are provided twenty four hours a day. Anyone who suspects that a person with a disability has been abused can report the information anonymously to the Disabled Persons Protection Commission Hotline at 1-800-426-9009. The names of individuals who make reports will not be released.

Statewide Employment Services (SES) - now part of the Community Services Program, SES provides services and supports to assist people with significant disabilities who are underserved and may need long term assistance to obtain and retain meaningful community-based employment, such as:

Information: identification of programs and resources available and assistance to individuals to obtain needed services for employment.

Employment Coordination: assistance in planning and coordinating resources to meet the individual's needs in order to obtain and maintain employment.

Community Based Employment: a range of services, including supported employment.

Extended Employment: a work situation for individuals with significant disabilities where supervision is provided by a VR provider.

Technical Assistance: service providers, schools, public agency staff, consumers, advocate groups and parents can receive assistance to develop or obtain employment services for people with disabilities.

Dissemination of Resource Information: acts as a clearinghouse regarding information about Community Based Employment.

APPENDIX F

MRC-DDS PROGRAM

What is DDS?

DDS stands for **Disability Determination Services**, the MRC program charged with the task of determining who is eligible for disability status and disability benefits such as Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI), in accordance with the Social Security Administration (SSA) guidelines. All disability-related requests to SSA, for children or adults, are processed by the MRC-DDS Program.

Who Does These Determinations in Massachusetts?

In Massachusetts, all disability claims, reviews, and hearings are performed by the MRC Disability Determination Services (DDS). This Program has employees who are specially trained by SSA, DDS and the MRC to provide priority service through prompt and equitable disability determinations.